

Annual 47 C.F.R. § 64.2009(e) CPNI Certification  
EB Docket 06-36

Annual 64.2009(e) CPNI Certification for: 2010

Date filed: 2/28/2011

Name of company covered by this certification: Epana Networks, Inc.

Form 499 Filer ID: 824342

Name of signatory: Arturo Rojas Tapia

Title of signatory: Assistant Secretary

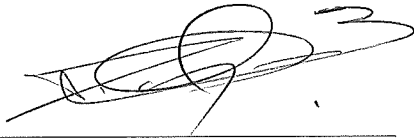
I, Arturo Rojas Tapia certify that I am an officer of the company named above and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. The company has no information of any processes pretexters are using to attempt to access CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

Signed: \_\_\_\_\_

A handwritten signature in black ink, appearing to be 'ARTURO ROJAS TAPIA', written over a horizontal line.

## **STATEMENT OF COMPLIANCE WITH CPNI RULES**

Epana Networks, Inc. ("Epana") has elected to utilize or provide CPNI only for purposes that are permissible without customer approval in accordance with 47 C.F.R. § 64.2005. Thus, Epana does not use CPNI in a manner that requires customer approval and is not required to implement a system by which the status of a customer's CPNI approval can be established prior to the use of CPNI. As permitted by the CPNI rules, Epana uses CPNI (1) to initiate, render, and bill and collect for telecommunications services rendered; (2) to protect rights or property of Epana, other users or other carriers from unlawful use; (3) to provide any inbound telemarketing or administrative services for the duration of a call; (4) for the purpose of providing customer premises equipment and protocol conversion; and (5) in order to provision inside wiring, maintenance and repair services.

Epana does not share, sell, lease, disclose or otherwise provide access to CPNI to any unrelated third parties for the purpose of marketing any services. Epana may disclose CPNI to its independent contractors in order for those agents or independent contractors to provide services to Epana's customers. All such agents or independent contractors must execute a contract with Epana that includes provisions protecting the confidentiality of Epana's customer information and such agents are not permitted to use CPNI for marketing purposes.

Epana has implemented processes and procedures to train its personnel as to when they are and are not permitted to use CPNI. For instance, all Epana employees are required to abide by Epana's Confidentiality Agreement, which must be reviewed and signed by all employees as part of the hiring process. Among other things, the Confidentiality Agreement requires employees to maintain the confidentiality of all information, including CPNI, that is obtained as result of their employment by Epana. Employees who violate Epana's Confidentiality Agreement will be subject to discipline, including possible termination.

Epana does not currently use CPNI to engage in any large-scale coordinated sales and marketing campaigns. A significant amount of Epana's marketing is focused on new customers and/or based upon marketing services without using CPNI to conduct such marketing. All outbound marketing campaigns are supervised by Miguel Aires, Epana's Director of Market Research, who maintains records of such supervision.

Epana ensures that not provide CPNI to any customer on an inbound call without proper customer authentication. Epana does not provide online account access for its customers. Epana does not maintain customer addresses, thus a customer's address cannot be changed. Since Epana does not have passwords that could ever be changed or back-up secret questions for lost or forgotten passwords and does not offer online account access, Epana is not required to notify customers of changes to these items. In the event of a breach of CPNI that is maintained by Epana, it will provide law enforcement with notice of such CPNI breach. After notifying law enforcement and unless directed otherwise, Epana will notify affected customers and will maintain a record of any CPNI-related breaches for a period of at least two years as required by the applicable FCC CPNI rules.

In the event that Epana changes its marketing practices to provide an opt-out notices to customers, it will implement procedures to ensure that it will provide written notice to the FCC within five business days of any instance where the opt-out mechanisms do not work properly in accordance with 47 C.F.R. 64.2009(f).